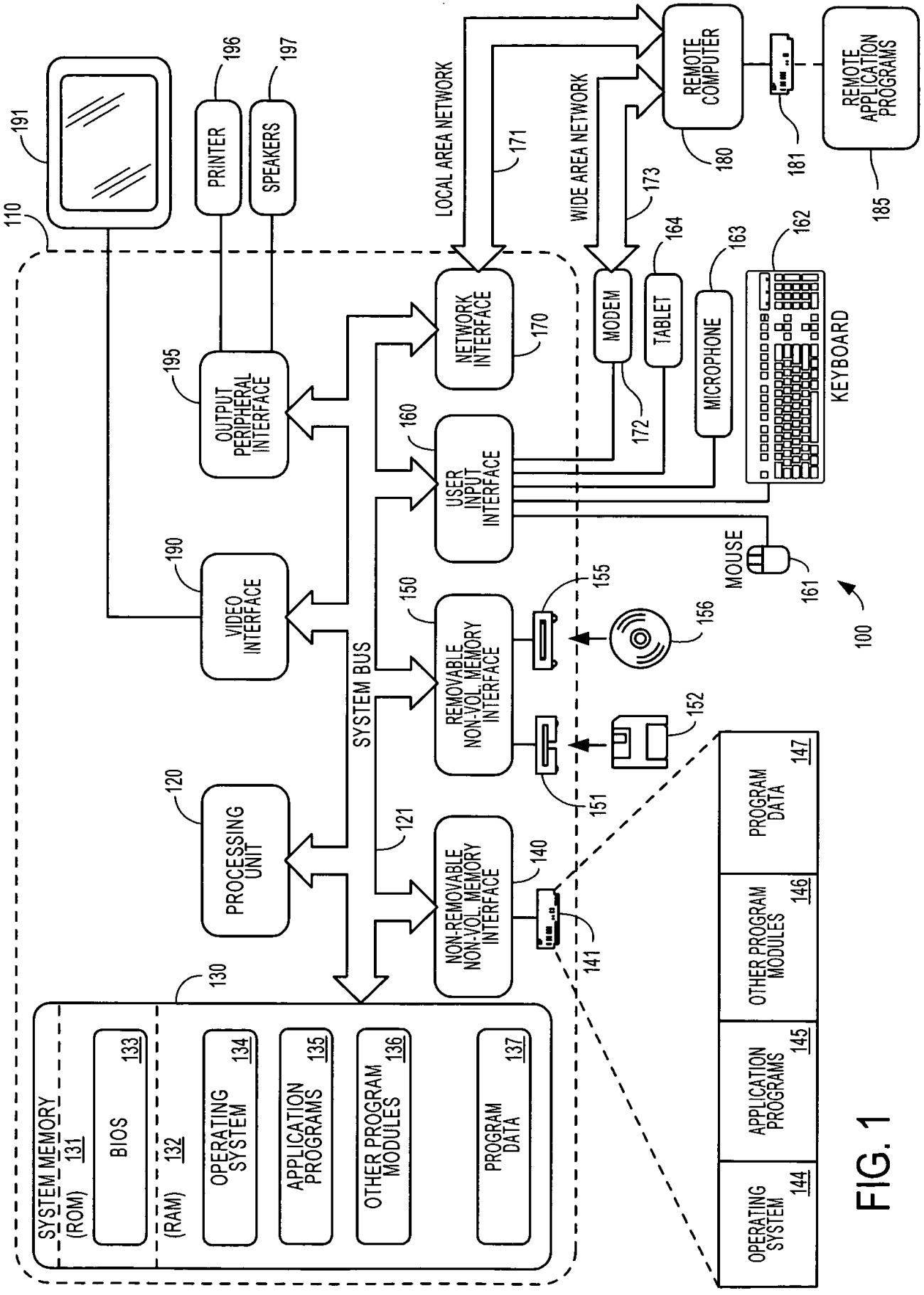

110
191
PRINTER
196
SPEAKERS
197
LOCAL AREA NETWORK
171
WIDE AREA NETWORK
173
REMOTE COMPUTER
180
181
REMOTE APPLICATION PROGRAMS
185
195
OUTPUT PERIPHERAL INTERFACE
NETWORK INTERFACE
170
MODEM
172
164
TABLET
163
MICROPHONE
162
KEYBOARD
160
USER INPUT INTERFACE
MOUSE
161
100
190
VIDEO INTERFACE
150
REMOVABLE NON-VOL MEMORY INTERFACE
155
156
SYSTEM BUS
152
151
120
PROCESSING UNIT
121
140
NON-REMOVABLE NON-VOL MEMORY INTERFACE
141
130
SYSTEM MEMORY
(ROM) 131
BIOS 133
(RAM) 132
OPERATING SYSTEM 134
APPLICATION PROGRAMS 135
OTHER PROGRAM MODULES 136
PROGRAM DATA 137
OPERATING SYSTEM 144
APPLICATION PROGRAMS 145
OTHER PROGRAM MODULES 146
PROGRAM DATA 147

FIG. 1

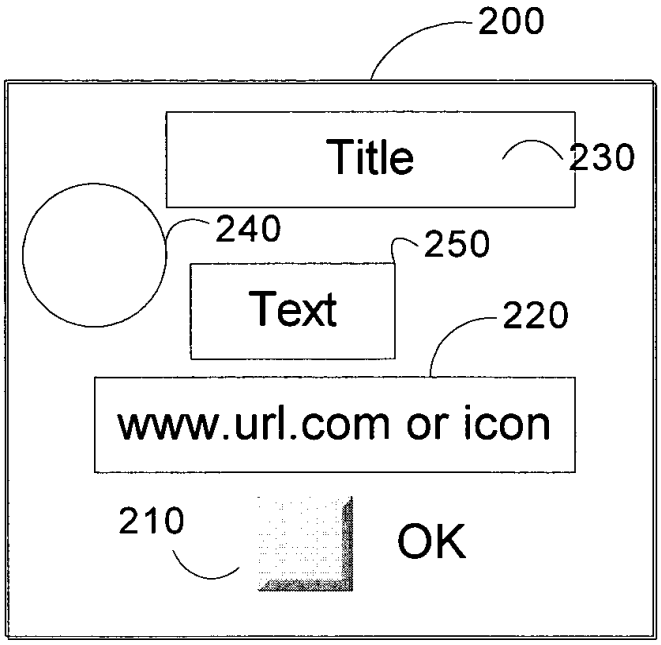


Figure 2

FIG. 3

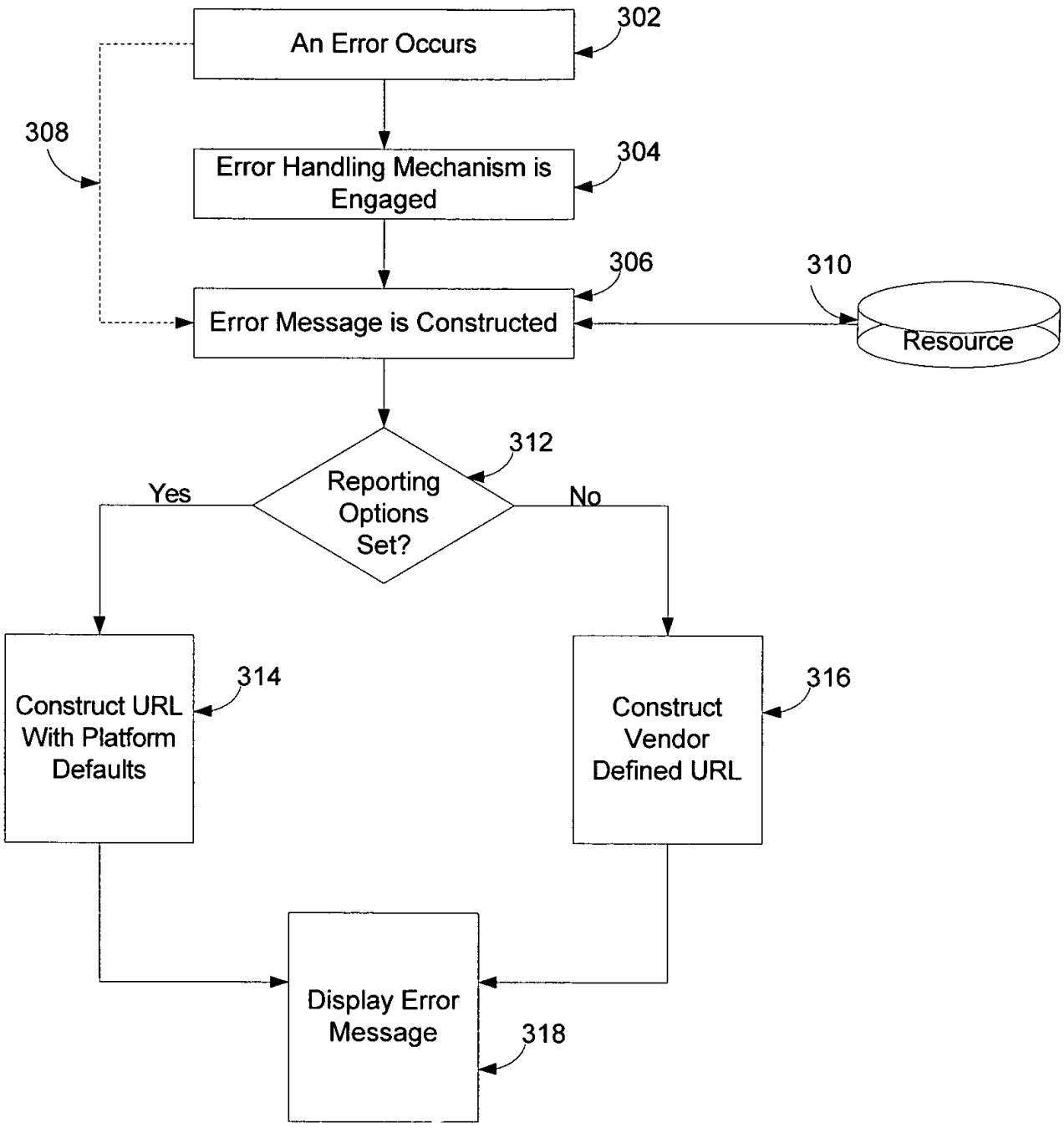
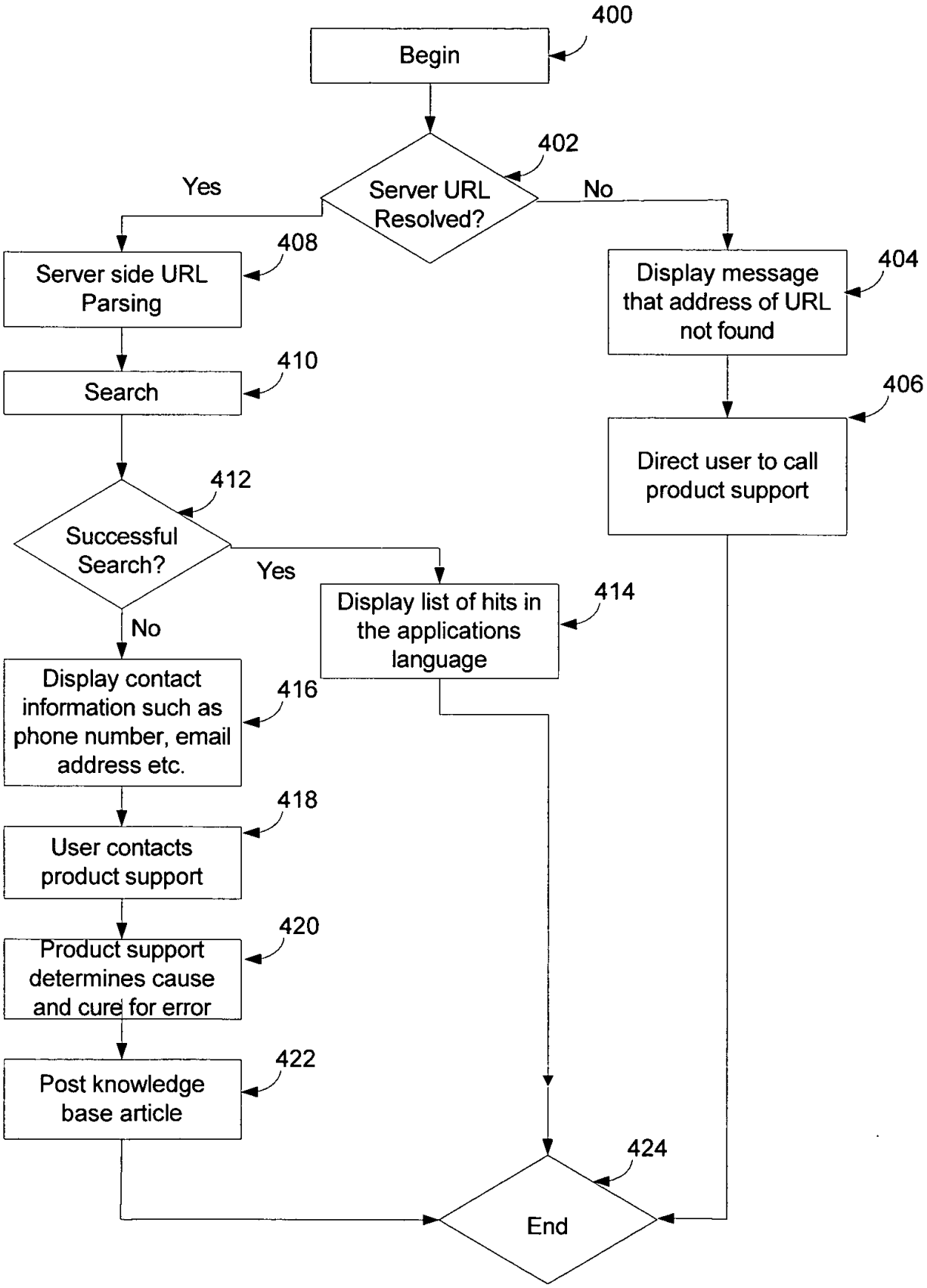

An Error Occurs
302
308
Error Handling Mechanism is Engaged
304
306
310
Error Message is Constructed
Resource
312
Reporting Options Set?
Yes
No
Construct URL With Platform Defaults
314
Construct Vendor Defined URL
316
Display Error Message
318

FIG. 4


400
Begin
402
Server URL Resolved?
Yes
No
408
Server side URL Parsing
404
Display message that address of URL not found
410
Search
406
Direct user to call product support
412
Successful Search?
Yes
414
Display list of hits in the applications language
No
416
Display contact information such as phone number, email address etc.
418
User contacts product support
420
Product support determines cause and cure for error
422
Post knowledge base article
424
End